

Little Traverse Bay Bands of Odawa Indians

Job Posting

Job Title:	Human Services Administrative Assistant
Department:	Human Services
Reports To:	Human Services Director
FSLA:	Non-Exempt
Salary Range:	\$11.85-\$16.03 Hourly (\$24,648-\$33,342)
Level:	2
Opens:	January 22, 2016
Closes:	February 12, 2016

SUMMARY

Under supervision of the Human Services Director, provide clerical and office support to the human services department. Provide excellent customer service to both external and internal clients of the Human Services department. Operate a multi-lined phone system and direct calls to the appropriate departmental service providers. Assist with the administration of the programs within the human services area.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Welcomes on site-visitors, determines nature of business. Addresses and refers all inquiries related to grants and programs to appropriate staff.
- Handles the administrative assistant duties for the Department; Assistance programs, Social Services and Survivor Outreach Services.
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department. Take and delivers messages.
- Makes meeting and travel arrangements as directed, in accordance with approved Tribal policies and procedures. Including Department documentation necessary for Child Welfare Commission meetings.
- Assists the Human Services Department and LTBB sponsored events by participating in the planning and organization of meetings and events as requested.
- Manages general office functions; office machines, office cleanliness, timesheets, mail, office supply inventory, faxes, scheduling of vehicle maintenance, transportation logs, program vehicle parking, bulletin boards, LTBB resource guide, etc.
- Creates, prints, and copies memos, correspondence, reports, and other documents as directed, such as enrollment eligibility requests, foster parent recruitment letters, licensing review letters, Child Welfare Commission information, etc.
- Organizes and maintains file system (database, spreadsheets and hard copies), and files correspondence and other records accurately and promptly.

- Provides excellent customer service to clients and maintains strict confidentiality standards at all times.
- Documents and processes incoming referrals with regard to Assistance, Social Services and Survivor Outreach Programs.
- Processes necessary paperwork in coordination with the licensing of foster homes, enrollment eligibility and assistance applications as appropriate.
- Documents and processes inquiries regarding the licensing of foster homes. Including making arrangements for finger printing, reference checks, etc
- Assists with the intake of adult and child protection investigations and foster care placement requests when necessary.
- Manages enrollment eligibility requests; intake, processing, documentation and follow up.
- Other duties as assigned.

EDUCATION AND EXPERIENCE

Associates degree with one year of previous experience in a human services related field.

OTHER ESSENTIAL SKILLS AND ABILITIES

The employee must have excellent computer knowledge in Microsoft programs: Outlook, Word, Excel and Publisher. General clerical skills including typing, filing, and operating a multi-line phone system are required. The employee must adhere to highest level of confidentiality, have a clear and understandable speaking voice and ability to multi-task. Some independent judgment is required in carrying out responsibilities. Must be reliable and have excellent customer service skills, work attendance, and professional demeanor and appearance. Must have an even temperament, ability to be flexible while maintaining professionalism, solid interpersonal skills and be committed to professional development. Must have cultural sensitivity to the Native American community and be comfortable working with people of all socioeconomic levels.

WORK ENVIRONMENT

Fast paced multi-tasking environment, sitting for long periods of time, bending, lifting, and reaching. Position is full time with limited weekend and overtime work required.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess valid driver's license, be insurable, and have reliable transportation. Individual must be able to pass a criminal background investigation.

COMMENTS

Indian Preference will apply.